



April 10, 2003

Office of the Secretary
Federal Communications Commission
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: FCC Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991 - CG
Docket No. 02-278"

To Whom It May Concern:

I write to you with regard to the above referenced pending regulation. As an employee and I strongly believe, an integral one, of a successful Teleservices provider, I feel that I now must submit my voice on this issue.

On two previous occasions, I've had the opportunity of hearing a news feature on National Public Radio addressing this issue. While I cannot recall specific dates now, I can recall these stories, because of the separate reactions that I had to them.

The first story spoke of the regulation being addressed with the ear of President Bush. Putting political preferences aside, my largest concern at this time was my concern for not only redundancy for approximately twenty states (who now currently have do not call lists issued periodically by their Attorneys' General). My concern then, was and still is, for the level of accuracy that can be maintained and how collecting individual phone numbers was to occur. This news story seemed to not be able to provide the answers, although the topic was 'loosely' raised. I do recall that my perception amounted to "well, how many months or years will this be, and for what in the long run?" The clincher to the story was the emphasis on exception for political fund-raising and much smaller companies or retailers doing their own phone solicitation. I do question, the confusion, this will occur to the household who receives such calls if this regulation is in place and attempts to take to task a "violation" of this proposed FCC regulation. Whether true or perceived, I am sure that I can safely say that individuals feel cheated when they are told of "fine print" on an issue from a federal perspective, after having exhausted hours on an issue when they think it's correct.

As you are fully aware, many states and the Direct Marketing Association, currently maintain do not call lists. My employer subscribes to each and every one of these, in order to uphold the requests of those who have made it clear that under no circumstances, they wish not to be solicited. While I will not state directly that adding one more list either compiled of all of these is redundant, I will state that it may appear on the surface to be more beneficial perhaps to bring the attention of the DMA (or his/her state Attorney General) to individuals first. Other federal agencies take measure to promote actions on their own, such as the Surgeon General, the CDC or any other host of agencies. I'm not sure I understand the political climate that has brought on such a sweeping call-to-arms on behalf of the FCC.

My primary responsibility for Interactive Teleservices is to ensure that **every** record that we receive from our clients is matched against all lists for compliance. I also work to coordinate that our clients' promotional language complies with individual state rules, when applicable. So as one can see, this topic
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will continue to be of significant importance to me – it affects directly how I pay my mortgage, make donations of any kind (which I do greatly), participate in my neighborhood association, and how I support my extended family. Anything that has the chance to take this away, in this uncertain time and economy will continue to consume my attention, as well as the four employees that I supervise.

The second news story occurrence was also on my local NPR station in Columbus. However, this story, albeit brief, was from a local perspective, regarding the possibility of an Ohio do-not-call list. Before I could formulate the thought to myself, a spokesperson for the Ohio Attorney General's Office mentioned that in order to avoid confusion, they may have to consider waiting or abandoning the issue because of the federal interest being presented in the news. While I prefer not to attempt to remember any quotes (it has been many months) on the topic, the message to me was loud and clear – who exactly knows what this means for states, where is this going, and why is this so important now, if ever?

Unfortunately, this second story, while a local one, disheartened me. I heard no one being interviewed from a marketing company in Ohio, including my company, which employees several hundred hard-working individuals in this state. I find it quite sad really. The voice of the worker, once again, not being heard.

Ironically, I heard both of these news stories on my way to work. I sincerely hope that in this current economy, that I can still listen to such news stories on my way to a job that I sincerely enjoy.

Sincerely,

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